

## Healthwatch Milton Keynes (HWMK)

Board of Trustee Meeting Minutes, Wednesday 13<sup>th</sup> May 2020

Via Microsoft Teams video conferencing facility 9.30am - 11.30am

Attendees: Mary Legge (ML) - Chair, Mike Newton (MN) - Deputy Chair, Alan Hancock (AH) - Deputy Chair, Jane Whild (JW), Paul Egerton - Treasurer (PE), Lesley Bell (LB), Hilda Kirkwood (HK), Simon Sharkey Woods (SSW), Maxine Taffetani (MT) - CEO

Apologies: George Assibey (GA), Ama Bimpong (AB)

Minute Taker: Maxine Taffetani

| Agenda Item No. | Agenda Item   | Action/Agreements   |
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| 1               | <p><b>Opening Remarks and apologies</b></p> <p>Welcomed all Trustees and congratulated HK on the birth of her grandson.</p> <p>ML and MT informed Trustees that currently the organisation is unable to make the virtual Board meetings accessible to the public. MT outlined that minutes will still be published, and an explainer will be published on the website explaining the current process/ limitations</p> <p>MT recommended that the Board delay discussions about whether to continue to hold public Board meeting to a later date.</p> <p>ML reminded Trustees to use the chat function in Teams to indicate they wished to speak, if they were having trouble being heard.</p> | <p>MT to publish minutes and include an explainer on the website to the public regarding meeting accessibility.</p> |
| 2               | <p><b>Declaration of Interest</b></p> <p>None declared.</p>   |   |
| 3               | <p><b>Adoption of Agenda</b></p> <p>Trustees approved the agenda items tabled for discussion at the meeting.</p>  | <p><b>Agenda Approved</b></p>   |

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| <p><b>4</b></p> | <p><b>Minutes and Actions arising</b></p> <p>ML noted she was not present at the February Board meeting and requested that AH signed the February Board meeting minutes and ML would sign the April meeting minutes.</p> <p>Action Logs: It was agreed that all areas were either completed, or on the agenda for today’s meeting.</p>   |  |
| <p><b>5</b></p> | <p><b>Annual General Meeting (AGM) - proposal for a virtual AGM in 2020</b></p> <p>AH put forward a paper outlining a proposal to hold a virtual AGM in July. Initially the Board agreed to postpone the AGM, but the Governance Committee discussed the matter and agreed that the AGM could potentially be held, in a reduced capacity and virtually, without being postponed. ML asked whether the Trustees had any comments on the proposal and outline plan to hold a virtual AGM in July and for their approval to go ahead on that basis.</p> <p>AH noted that the immediate issue is the formation of the Task and Finish Group to forward this workstream. MT informed the Board that AH was the only Trustee on the TAF to date.</p> <p>PE asked whether members would be invited/involved in the AGM. MT confirmed members would be able to attend. HK queried whether the format would be the Zoom videoconferencing app. MT explained that the format would be agreed by the TAF group.</p> <p>PE approved on the proviso that a common format for involving members was agreed which worked across different hardware. PE agreed to join the TAF.</p> <p>SSW recommended options such as WebEx and offered to join the TAF.</p> <p>MT brought forward the matter of Trustees recruitment. There has been one application to the Board through limited advertising sent out to the membership. The Board need to take a decision on whether the organisation has the capacity to recruit Trustees this year.</p> <p>ML explained that the Governance Committee felt that this was a challenging time to recruit and induct new Trustees and recommended to put the process on hold.</p> <p>Trustees approved the postponement of Trustee recruitment this year.</p> | <p><b>Trustees approved the proposal.</b></p> <p><b>AH, PE and SSW joined the TAF.</b></p> <p><b>MT to notify the Trustee applicant of the decision to postpone recruitment.</b></p> |

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| <p><b>6</b></p> | <p><b>Business Plan April -Sept</b></p> <p>ML asked the Board if they had any comments on the 3-6-month Business Plan presented by the CEO in the papers.</p> <p>MT highlighted that the interim business plan is picking up current responsibilities such as Partnership Boards. It is light on themes, but as the first survey runs the team will be picking up relevant themes of experience locally. Mt noted that 6 months will pass quickly. It is a very live document and will be under review with the team at all meetings.</p> <p>SSW commented on surveys and requested more significant highlighting whenever Trustees could support with promotion of activities. SSW also commented on the YP project and on finding ways to support young people to get involved. SSW is keen to support with his expertise.</p>   | <p>MT to liaise with Comms Lead and ensure: “CALL TO ACTION” is included in promotion requests to Trustees.</p> <p>MT to connect with SSW re next stage of YP project.</p> |
| <p><b>7</b></p> | <p><b>Standing Items Agenda Report</b></p> <p><b>Business Continuity Plan:</b> MT gave a brief overview of risks around staff absence and a summary of re-opening arrangements at Milton Keynes Business Centre, following a query from HK regarding the Deputy CEO’s home working problems. MT briefed the Board about the home working issues Tracy Keech is experiencing and said that a risk assessment will be circulated to the chair and deputy chairs.</p> <p>ML noted that there will be some need to plan return to office working as the lockdown eases, including risk assessments, protective equipment etc... SSW noted that the information and national guidance has been unclear/confusing and clarified that the guidance remains that staff should remain at home if they can.</p> <p>MT explained that she is not currently considering plans to return any staff to work, except for the Deputy CEO’s difficulties in effectively working from home.</p> <p>Trustees agreed it was important to take a range of factors into consideration regarding home and office working including mental health and wellbeing and agreed that it was</p> |  |

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|  | <p>important to document the decisions made regarding working from home/office at this time.</p> <p>MT requested a that Trustee provide support by looking at the Business Continuity Plan from a Board perspective and work together with her to update. AH offered this support.</p> <p>The Trustees discussed anti-virus software. MT reminded trustees to ensure they have an up to date anti-virus software and there may be currently greater risk of viruses from the increased use of computers, new software, and emails.</p> <p><b>IT:</b> Trustees had no further comments.</p> <p><b>Human Resources:</b> MT explained the grant manager has been in touch and agreed the proposal outlining potentially different duties to be assigned to the Enter and View Coordinator from their start date on July 1<sup>st</sup>. The grant manager stated he would hold payment for Q1. ML asked whether the grant manager had expressed any further opinions about the proposal to redeploy the E&amp;V coordinator to the Council if they could not be used by HWMK. MT explained that she did not feel the organisation will reach the stage where the staff member will need to be redeployed elsewhere and confirmed that the grant manager had not made specific comments about this.</p> <p><b>Information Governance:</b> MN explained he had been through the latest Information Commissioners Office newsletter and recommended that MT look at the guidance available in there.</p> <p><b>Finance:</b> MT explained that she had agreed with the Admin and Finance Officer to exercise live reforecasting each month for the short term, as the variance against budget is likely to be very variable in the months ahead. MT outlined plans to involve the Treasurer in a monthly look at the accounts. PE requested some online tuition.</p> <p>PE asked for clarification on some comments made by Mercer and Hole Accountants regarding the work they had undertaken on the accounts in their bill and asked whether these were the same alterations that MT had previously highlighted to the Board. MT explained that the reversals Mercer and Hole referenced were mentioned at the meeting held in early March. Because the accounts are currently a blend of payments and receipts and commitment accounting, we were aware that some reversals needed to be made. MT recommended that charges are observed closely and</p> | <p><b>MT to set up meeting with AH to review Business Continuity Plan</b></p> <p><b>MT to arrange some XERO induction for PE.</b></p> <p><b>MT to arrange set monthly accounts meetings with PE</b></p> |
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|  | <p>explained that work has been requested with Mercer and Hole to reduce variance on the annual bill moving forward.</p> <p>The Board agreed that Mercer and Hole must be more upfront about the charges they intend to put forward.</p> <p>PE requested the notes record that ML is now fully set up as a signatory on the bank account and online banking. HK agreed to remain on the account for the time being. <b>The Board of Trustees approved that Paul Egerton, as the Treasurer be added to the bank account with Metro as a signatory.</b></p> <p>ML asked for some clarification on the end of quarter underspend risks.</p> <p>MT gave an update on the grant paperwork issued by the grant manager. MT clarified that the term of the grant is three years and the grant manager had corrected the initial error issued regarding the term. It was agreed there were still errors and MT will make suggested changes and ask him to consider them.</p> <p>MT briefed the Board on the progress of the Trustees Report and the outstanding grant paperwork from Jan-March 2020. MT will continue to chase the grant manager. He is aware that the paperwork is required to enable to accounts to be signed off.</p> <p>Trustees considered the budget variance for March 2020 and queried expenses including higher volunteer travel in March and pensions fees. ML Asked MT to pass on thanks to Dee regarding her work on the budget variance.</p> <p><b>Performance:</b> It was clarified that the performance committee had been postponed but MT will continue to liaise with the committee re developments and changes to the Business Plan and copies of Quarter grant reports.</p> <p><b>Governance:</b> Trustees had no further comments on this item.</p> <p><b>Health and Safety:</b> ML expressed that it was important to acknowledge that working from home was challenging for different people and in different ways. Trustees must be mindful of supporting staff and that there may be more that Trustees can do to support. SSW explained some precedents being set by other organisations regarding making staff as comfortable at home as possible during this time, particularly with furloughing being extended until October. JW asked whether staff have been able to take equipment home from</p> | <p><b>MT will update the Q1 underspend risks to reflect income changes and reissue to the Board.</b></p> <p><b>MT to highlight changes to grant paperwork and send it on the grant manager.</b></p> |
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|                 | <p>the office. MT explained that this is an option open to staff and some additional equipment has been provided to staff.</p> <p>MT agreed to review the £6 per week tax allowance for home working and consider applying.</p> <p>There was a discussion about scenario planning around an eventual return to working in the office. MT gave an update on the office refurbishment status and snag list, as well as providing some information about fitting smoke detection equipment.</p> <p><b>Risk:</b> ML explained the thorough review at the Governance Committee and asked if Trustees had comments or concerns. SSW happy to offer support on managing strategic risks. The Board discussed MT's requirement to change format. AH noted that the hospital had started using the terms 'inherent risk' and 'current risk'. SSW happy to support the transfer to Excel and JW also happy to help. ML and SSW emphasised the need to remain proportional and avoid excessive complexity. complex.</p>  | <p><b>MT to review tax relief for home working.</b></p> <p><b>MT to get in touch with SSW and JW.</b></p> |
| <p><b>8</b></p> | <p><b>Chief Executive's Report</b></p> <p>ML noted that there have been some excellent achievements and much to commend the team on and asked if Trustees had any questions.</p> <p>MT gave a briefing to the Board on the registration process for NHS responders and some of the service user issues we have supported.</p> <p>PE asked about the level of feedback Healthwatch are receiving from service users about Primary Care and whether Healthwatch are aware of plans to return to normal levels of Primary Care services.</p> <p>JW explored awareness and involvement regarding safeguarding matters. MT gave a briefing on the running of the Milton Keynes Together Management Board and emphasised a focus on ensuring attendance at the assurance board.</p> <p>HK asked about the current relationship/link to the Clinical Commissioning Group. MT explained that all meetings with Richard Alsop have been cancelled but there remains a clear channel of communications to the CCG if needs be.</p> <p>AH queried the activity of the Sustainability and Transformation Partnership during the COVID-19 response. MT</p> |   |

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|           | explained that staff who had been previously deployed to additional roles within the STP/ICS were deployed back to resource their own provider agencies during the COVID response. |  |
| <b>9</b>  | <b>AOB</b><br><br>No other business was raised. MT informed the Board that she would cease recording of the meeting and leave.   |  |
|           | The meeting closed at am. MT left the meeting and the Trustees held a private session of the Board to consider the Chief Executive's maternity leave arrangements.                 |  |
| <b>10</b> | <b>Dates and times of Future meetings</b><br>Wednesday 12 <sup>th</sup> August 2020<br>Wednesday 11 <sup>th</sup> November 2020  |  |

Signed



**Position:** Mary Legg, Chairperson

**Date:** 12<sup>th</sup> August 2020